



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Frederic P. Messinger and Bruce E. Nevin

Application No.: 09/345,903

Group: 2174

Filed: July 1, 1999

Examiner: Tran, Mylinh T.

For: Method and Apparatus for Software Technical Support and Training

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Date: July 8, 2002

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PRELIMINARY AMENDMENT

Box CPA
Assistant Commissioner for Patents
P.O. Box 2327
Arlington, VA 22202

Sir:

This Preliminary Amendment is being filed, together with a Continued Prosecution Application (CPA), in response to the Final Office Action mailed from the U.S. Patent and Trademark Office on April 24, 2002 in the above-identified application. Applicants thank Examiner Tran for the Examiner's Interview on July 3, 2002. This Amendment is the same as the Proposed Amendment After Final Rejection discussed during the Examiner's Interview.

Please amend the application as follows:

In the Claims

Please amend Claims 1 and 12.